

**MN Dept. of Human Services Waiver Review Initiative
Report for Lac qui Parle County**

Re: Corrective Action Plan - Lac Qui Parle County

By: Joel Churness, Human Services Director

Date Submitted: July 10, 2013

Part I: DHS Recommendations

1. Effective August 1, 2012, assess vocational skills and abilities for all working age participants
2. Continue to develop systems or practices to support case managers
3. Continue to expand community employment opportunities for individuals with disabilities, particularly in the area of community-based employment in the CCB and DD programs.
4. Continue to work with providers and neighboring counties to develop services that support participants in their own homes and reduce reliance on more expensive residential or institutional care.
5. Use visit sheets consistently across the waiver programs to document provider performance and consumer satisfaction.

Lac qui Parle County Responses

1. In 12 out of 14 cases reviewed for the CAC, CADI, and BI populations, the agency documented that vocational skills and abilities for all working ages were covered, which DHS stated was the best performance they had seen. The agency believes that the new universal assessment process under MN Choices will strengthen this assessment in this area. Currently, the agency gives the DB 101 (Disability Benefits 101) to all eligible clients during their annual ISP and reassessment of their care plan on CADI.
2. The county stated in its review that in addition to the hiring of a social work team leader to mentor staff, it was planning to purchase an electronic document management system (EDMS) and incorporate it into its social service programs allowing the county to move from a paper to electronic data management process. In addition, the county keeps current on both forms and training by accessing webinars and ITV sessions provided by both DHS and its contracts with health plans for care coordination. In addition, we contract for case management as needed and where appropriate. The county believes it is aggressively addressing this need and has plans for improvements over the next year.
3. The review team acknowledged significant progress in this area over the previous review and the county currently meets this objective through individual service planning with employment services providers.

4. The county has documented that it completed six (6) bathroom modifications, provided LCTV scanners, overhead transfer equipment, and other environmental adaptations to address this need over the past year through its waived programs. It has also formed an waiver alliance with neighboring counties effective 7/1/13 to pool waiver fund allocations and better manage its waiver budgets in DD and CCT program areas for the region. As it relates to CDCS (Consumer Directed Community Supports), the County routinely offers CDCS to clients and has 4 clients currently accessing this program. New publications were obtained at the recent Age Odyssey Conference that will be incorporated into the county's marketing campaign for CDCS. In this regard, the county believes it is aggressively addressing these needs.
5. The county accepts this recommendation as a positive change for addressing consumer satisfaction and will explore future use of visit sheets in lieu of completing separate SSIS social service plans as DHS stated there was no requirement for SSIS social service plans in the waiver programs.

Part II: Corrective Action Requirements

1. There was only one corrective action to be met: Beginning immediately, ensure that all care plans include information documenting the participant's need for 24-hour supervision for all EW participants using customized living services.

Lac qui Parle County Response

1. **Issue for Correction:** Care Plans Lack Documentation of Need for 24-hour supervision in Customized Living

Date of HCBS Programs Review: April 11-12, 2013

Description of issue: Include documentation of need for 24 hour supervision for all EW participants who use customized living services. All care plans must be updated with this information within six months. This is required to ensure clients have this level of need in customized living facilities. In Lac qui Parle County, five cases showed no documentation of this specific need.

Date County will begin addressing case deficiencies: July 10, 2013.

Date County will notify Continuing Care Administration at DHS that deficiencies have been addressed: August 12, 2013

Corrective Action Taken: Documentation will be added to all EW cases.

Status of Corrective Action on Issue #1: Work in process to be completed by 8/12/13.

I understand that my email submission of this plan constitutes my approval of this plan:

Joel Churness, Director

Date: 7/10/13

